





Returns On the Web (ROW)

Introduction

Returns On the Web (ROW) is an easy to use interactive online inventory program. This time saving tool allows the pharmacy to create an electronic inventory of outdates prior to shipping to Guaranteed Returns. Some store features include:

- Everything a store needs to submit and ship a return is available here.
- Easy to use and virtually paperless
- Scanner compatibility
- Simple to add or edit items
- Auto save feature

ROW has a variety of useful functions defined by the corporate office. All store activity and history can be monitored from the GR-XtraNet™. Some corporate features include:

- Control record allows the definition of data to be captured at the store level
- Control record also allows pop-up messages to the user.
- Corporate price files can be uploaded and used to calculate cost of goods.
- Corporate can instantly generate pre-production reports to satisfy inventory and accounting needs.

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I. Open New ROW Session

1. Log on to www.guaranteedreturns.com
2. Select the ROW tab.



A Return Goods Company
Designed For Today and Tomorrow's Pharmacies

Logged in: mbaumann
Role view: STORE
[\[LogOut\]](#)

ProfileCycleBoxes ReceivedROW

Store Profile	Request Changes
Customer #	21322
GRx Store #	12858
Name	139 PHARMACY INC.
Address Line1	3415 BROADWAY
Address Line2	
City	NEW YORK
State	NY
Zip	10031
Phone	(212) 283-5549
Fax	(212) 283-5764
Contact	V WALTER
DEA #	A97862825
E-Mail	
GRx Rep Name	DAVID SILVIS
Hours	10AM-6PM
Wholesaler Account #	056011643
Wholesaler Name	AMERISOURCEBERGEN-056

Status snapshot	
Last Store Service Date	3/25/2007
Last Wholesaler Service Date	3/28/2006
Next Wholesaler Service Date	7/28/2007
Last Rep Visit	N/A
Next Scheduled Rep Visit	N/A
Last Pending Box Received	N/A
# of Pending Boxes	0




How are we doing?
Your feedback will
Help us serve you better.
Please [click here](#) to
submit a short survey.

Customer Support | Customer Comment Card | Forms | UPS Label | Extranet Rep Guide

*In order to read Extranet User Guide you must have [Adobe Acrobat Reader](#).

Open New ROW Session Cont.

3. Select **"New ROW Session"**. Note: If the popup is blocked, hold the "Ctrl" key and select again.
4. Select **"Add New Box"**. Note: If the popup is blocked, hold the "Ctrl" key and select again.



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Profile

Cycle

Boxes Received

ROW

[New ROW Session](#)
[ROW Instructions](#)

Print

Export (XLS)

Email

Export (CSV)

ROWSessionID	#Boxes	Entries	#Items	Amount\$	Date Submitted	#Boxes Received	Status	Change Status	Delete Session	View Boxes
180	1	1	22	264.00	02/20/2007	1	Submitted			
181	6	16	54	401.00	03/01/2007	6	Submitted			
182	1	1	4	16.00	03/01/2007	1	Submitted			
183	1	1	10	7.98	05/16/2007	0	Submitted			
184	2	8	44	1351.00	03/07/2007	2	Submitted			
190	2	5	42	408.18	05/15/2007	0	Submitted			
191	1	13	277		07/17/2007	0	Submitted			
192	1	2	4	70.00	04/02/2007	1	Submitted			
193	1	1	2	55.00	03/08/2007	1	Submitted			
213	1	2	32	44.11	03/15/2007	1	Submitted			
215	2	13	14	1189.65	07/17/2007	0	Submitted			
223	2	8	17	1575.25	07/18/2007	0	Submitted			
261	1	5	8	672.75		0	Open	Submit	Delete	
263	0	0	0	0		0	Open		Delete	
262	0	0	0	0		0	Open		Delete	
264	0	0	0	0		0	Open		Delete	

II. Add items to Box

1. From the **Box Content Report** Key in the NDC or use a scanner if available
2. Enter quantity
3. Enter Return Reason
4. Select **"Insert Product"**.



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[Close this window]

Box Content Report

Store#: 12858
Customer#: 21322
ROW BOX#: 277

Add a new product			
NDCNo:	Product Name:	Product Qty:	Product Price:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Submit NDCNo"/>	<input type="button" value="Search"/>		
Return Reason: <input type="text" value="...not present..."/>			
<input type="button" value="Insert product"/> <input type="button" value="Cancel"/>			

III. Add/Edit/Delete items

1. From the ROW tab Identify the ROW session. Select "View Boxes" EYE.
2. Identify the Box #, select "View Items" EYE to open the **Box Content Report**.
3. To **Add** product:
 - From the **Box Content Report** select "**Add New Product**"
 - Add items by simply entering an NDC number and the rest of the required information.
4. To **Edit** or **Delete** product:
 - Select Edit or Delete. Follow the prompts.
 - Print and/or close window when finished (your work is automatically saved).



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Box Content Report

Store#: 12858
Customer#: 21322
ROW BOX#: 288

[Add new product ...](#)

[Print](#)

[Export \(XLS\)](#)


[Email](#)

[Export \(CSV\)](#)

NDC#	Product Name	Quantity	Price	Return Reason		
01109851501	EPHEDRINE SULFATE INJ	1.25	15.00	1	Edit	Delete
00002751001	HUMALOG	2.00	140.00	1	Edit	Delete
05260471021	THROMBIN-JMI	2.00	136.00	1	Edit	Delete
06095160785	CRBIDOPA AND LEVODOPA	1.75	285.25	1	Edit	Delete
65483035502	TRANDATE	1.00	15.00	1	Edit	Delete
00004691106	ROMAZICON	0.25	207.25	1	Edit	Delete

IV. Submit and Ship Boxes

1. From the ROW tab locate ROW session ready to ship and select “**Submit**”
2. Follow steps in this wizard.
3. Enter estimated weight of each box.




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[\[Close this window\]](#)



UPS Shipping Labels Form



This wizard allows you to generate boxes shipping labels

[<<Back](#) | [Next>>](#)

ROW Box #	#Items	Select weight	
277	13	11-20	<input checked="" type="checkbox"/>
278	4	11-20	<input checked="" type="checkbox"/>

Submit

Create Electronic Return Authorization

Welcome

No of boxes to ship

Weight of each box

Return Paper
Authorisation #

Generate UPS Label

Shipping Continued...

4. Select existing paper Return Authorization or Create Electronic Return Authorization.
5. Enter Return Authorization number mailed to you or Select **“Create an Electronic Return Authorization”**.
 - If using a Return Authorization mailed to you enter the large number in the upper right.
 - If you do not have a RA form select “Create Electronic Return Authorization”



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[\[Close this window\]](#)



UPS Shipping Labels Form



Welcome

No of boxes to ship

Weight of each box

Return Paper Authorisation #

Generate UPS Label

This wizard allows you to generate boxes shipping labels

<<Back | Next>>


1-10 lbs	0 boxes
10-20 lbs	1 boxes
20-50 lbs	0 boxes
over 50 lbs	0 boxes

☐ Paper Return Authorization ☒ Create Electronic Return Authorization

Return Authorization:


Shipping Continued...

6. Select **"Generate UPS Shipping Labels"**.
7. Select **"View Generated Shipping Labels"** (Open the pdf file with your UPS labels and a Return Authorization Form if created).




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[\[Close this window\]](#)



UPS Shipping Labels Form



This wizard allows you to generate boxes shipping labels

[<<Back](#) | [Next>>](#)

1-10 lbs	0 boxes
10-20 lbs	1 boxes
20-50 lbs	0 boxes
over 50 lbs	0 boxes

☐ Paper Return Authorization ☒ Create Electronic Return Authorization

Return Authorization:

[View Generated UPS Shipping Labels](#)
[Send UPS Labels by Mail](#)

Welcome

No of boxes to ship

Weight of each box

Return Paper
Authorisation #

Generate UPS Label

Shipping Complete.

8. Print the Return Authorization form and shipping labels.
9. Follow the packing and shipping instructions.

[illegible]

V. Create Reports

1. From the ROW tab select the EYE under View Boxes matching the ROW session ID you want.
2. From **ROW Session Report**, select the appropriate EYE under View Items to open the **Box Content Report**.



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[\[Close this window\]](#)

ROW Session Report

Store#: 12858
Customer#: 21322
ROW Session ID: 223
ROW Session Status: Submitted

Print

Export (XLS)

Email

Export (CSV)

Box#	#Items	Amount\$	Tracking#	Status	Change Status	Delete Box	View Items
277	13	1091.00	1Z47E1250397514253	In transit			
278	4	484.25	1Z47E1250396929263	In transit			

Reports Continued...

- From the **Box Content Report** select Print, Export (XLS), Email or Export (CSV).



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Role view: STORE

[\[Close this window\]](#)

Box Content Report

Store#: 12858
Customer#: 21322
ROW BOX#: 277

Print

Export (XLS)

Email

Export (CSV)

NDC#	Product Name	Quantity	Price	Return Reason
06095160785	CRBIDOPA AND LEVODOPA	5.00	815.00	1
01109851501	EPHEDRINE SULFATE INJ	0.50	6.00	1
00002751001	HUMALOG	3.00	210.00	1
65483035502	TRANDATE	4.00	60.00	1


4. Sample Excel Report...Export (XLS)

Microsoft Excel - StoreROWBoxContentReport_113541[1]

File Edit View Insert Format Tools Data Window Help

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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y																							
3	 <p>The Industry's Choice For Pharmaceutical Reverse Distribution Services</p> <p>Name: 139 PHARMACY INC. Address: 123 BROADWAY NEW YORK, NY 10031 DEA#:</p>																																															
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11																																																
12																																																
13	<p>New York Division Midwest Division (Headquarters)</p> <p>Phone: 1-800-473-2138 1-800-729-3279</p> <p>Address: Guaranteed Returns Guaranteed Returns Store# : 12858 100 Colin Drive 100 Teduke Court Customer# : 21322 Holbrook, NY 11741 St Charles, MO 63301 ROW Box# : 277</p>																																															
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Return Reason	Return Reason Description																																															
1	Outdated																																															
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VI. Track Boxes Shipped

1. From the **ROW Session Report** select the tracking number you want.



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Role view: STORE

[Close this window]

ROW Session Report

Store#: 12858
Customer#: 21322
ROW Session ID: 223
ROW Session Status: Submitted

Print

Export (XLS)

Email

Export (CSV)

Box#	#Items	Amount\$	Tracking#	Status	Change Status	Delete Box	View Items
277	13	1091.00	1Z47E1250397514253	In transit			
278	4	484.25	1Z47E1250396929263	In transit			

2. You will be automatically linked to the UPS Tracking website for an instant update.

UPS: Tracking Information - Windows Internet Explorer

http://www.wapps.ups.com/WebTracking/processInputRequest?H

Google

Go

Bookmarks

671 blocked

Check

Settings

UPS: Tracking Information

Home | About UPS | Contact UPS | Getting Started @ UPS.com

UPS United States

Shipping | Tracking | Freight | Locations | Support | Business Solutions

Log-In User ID: Password: | Forgot Password Register

Tracking

- Track Shipments
 - > Track by Reference
 - > Get Signature Images
 - > Track by E-mail
 - > Import Tracking Numbers
 - > SMS Tracking
- Track with Quantum View
- Access Flex Global View
- Integrate Tracking Tools
- Void a Shipment
- Help

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Find Answers to Your Tracking Questions

→ Go to Tracking FAQ

Tracking

Track Packages & Freight | Quantum View | Flex Global View

>>> UPS could not locate the shipment details for your request. Please verify your information and try again later.

Enter up to 25 tracking numbers, one per line.

>>> Tracking Numbers:

1. 1Z47E1250397514253

☒ By selecting this box and the Track button, I agree to these [Terms and Conditions](#).

Track

UPS Signature Tracking™

As a UPS Account holder, you can sign up to view signature images when you track. See at a glance who is signing for your shipments.

→ [Get Signature Images](#)

More Ways to Track Shipments

- [Track by E-mail](#)
- [Import Tracking Numbers](#)

No Tracking Number? No Problem.

[Track by Reference](#)

When creating a shipment, you can assign a reference to it such as a PO Number, Bill of Lading Number, or customer name. Use this predefined reference to track your shipment.

[Quantum View Manage](#)

For UPS Account holders, Quantum View Manage provides account-level tracking - no need to remember any tracking numbers. This service will even alert you by e-mail when a shipment is late.

Integrate Tracking Tools

UPS technology solutions offer a way to integrate tracking features into your own intranet or Web site.

[UPS Tracking Tool](#)

Provide the same reliable tracking service to your customers on your own site that UPS.com provides to you. Available in HTML and XML format.

[UPS Signature Tracking Tool](#)

This premium tool enables you to integrate tracking features and proof of delivery signature images directly into your intranet or enterprise application. Available in XML format.